

**SIGNATURE AUTHORIZATION METHOD (SAM)**

The Signature Authorization Method (SAM) may be used to order Hewlett-Packard Company (HP) Support Services **ONLY IF A PURCHASE ORDER IS NOT REQUIRED TO AUTHORIZE SERVICE DELIVERY AND REMIT PAYMENT.**

**(1) Customer Information**

Company Name

CITY OF SUNNYVALE

Equipment Location Address

650 W OLIVE AVE

SUNNYVALE CA 94086-7637

**(2) Contract Information****System Handle:**

7000SUNNYIT4

**HP Reference Number:**

40135969

**Coverage Period:**

07/01/2003 - 06/30/2004

☐ This contract is accepted with no revisions.

(If revisions are required, please contact your Support Agreement Specialist. A proposal will be re-issued to reflect your changes and associated pricing, if any. A new SAM form will be provided for your authorization.)

☐ Check here if your authorization is open-ended. \*

\* **The terms within the asterisks apply only to open-ended Support Agreements.**

\*\*\*This Support Agreement is for the period stated on HP's proposal. It will be extended without modification by consecutive terms of 12 months unless one of the parties gives written notice in accordance with the underlying business terms prior to the end of the respective 12 months.

If modifications of the Support Agreement are necessary, HP will notify Customer in writing 60 days before the modifications are effective. Customer may terminate this Support Agreement within 30 days from receipt of notice. If Customer does not exercise this right of termination, this Support Agreement will be continued to the end of the current term with the modifications, and extended by consecutive 12-month terms. Re-pricing will occur automatically without further authorization.\*\*\*

**(3) Tax Information**☐ Taxable ☐ Tax Exempt Exemption # \_\_\_\_\_ (Attach copy of certificate)**(4) Payment Method**

Do not enclose Payment. Please select one of the following:

Please bill me: ☐ Annually ☐ Quarterly (total annual amount must exceed \$500)  
☐ Semi-Annually ☐ Monthly (total annual amount must exceed \$500)

**(5) Service Authorization and Terms and Conditions**

Customer's signature on this form constitutes authorization for HP to invoice Customer for the referenced support identifier. Services are subject to HP Terms and Conditions of Sale and Service, Exhibit E16, and HP Support Services, Exhibit SS5. Cancellation requires 30 days written notice. Payment is due 30 days from HP's invoice date.

\_\_\_\_\_  
Authorized Signature\_\_\_\_\_  
Date\_\_\_\_\_  
Invoice-To Address (if different from Equipment Location)\_\_\_\_\_  
Printed Name\_\_\_\_\_  
Title\_\_\_\_\_  
E-mail Address\_\_\_\_\_  
Phone/Fax**(6) Completed form should be returned to:**

Hewlett-Packard Company  
8000 Foothills Blvd MS 5536  
ROSEVILLE, CA 95747-5536

Deborah Radcliff  
1-800-386-1115 X53826  
1-800-307-0361 (FAX)

Support Quote Overview



Support Agreement ID: 245642956  
Special Terms and Conditions No: S

Customer Address:  
CITY OF SUNNYVALE  
650 W OLIVE AVE  
SUNNYVALE CA 94086-7619

Hewlett-Packard Address:  
HEWLETT-PACKARD COMPANY  
8000 Foothills Blvd MS 5536  
ROSEVILLE CA 95747-5536

Customer Contact:  
MARILYN CRANE  
Tel: (408) 730-7557  
Fax:  
E-mail mcrane@ci.sunnyvale.ca.us  
The quoted prices are valid for 90 days from: 04/01/2003

HP Contact:  
Deborah Radcliff  
Tel: 1-800-386-1115 X53826  
Fax: 1-800-307-0361

For more information on the format of this document visit [www.hp.com/go/hpsdocs](http://www.hp.com/go/hpsdocs)  
Subject to Hewlett-Packard Company (HP) Terms and Conditions of Sale and Service, Exhibit E16, and HP Support Services, Exhibit SS5.

System Support Service	Support Description
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H5356B Personalized System Support

System Handle	System Support Service	Coverage Period From: To:	Description	Contract Total/USD
7000SUNNYIT4	H5356B	07/01/2003 06/30/2004	7000SUNNYIT4	73,544.00
			<b>Total Excluding Taxes</b>	<b>73,544.00</b>
			<b>Summary of Charges</b>	
			Hardware Support	31,165.00
			Software Support - Right to Use	2,760.00
			Software Support-Labor	37,741.00
			Software Support-Materials	1,878.00
			<b>Total Excluding Taxes</b>	<b>73,544.00</b>

Total excludes all taxes, however, taxes will be added at the time of invoicing at the current tax rate.  
Total price includes all discount and adjustments if applicable.  
Refer to the detail document for state & local tax

The Prices shown will be invoiced yearly in advance.

# Support Services Quote



**Special Terms and Conditions No:** S  
**Your PO Reference:**  
**CCRN Number:** 0300861471

**System Handle:** 7000SUNNYIT4

HP Reference Number: 40135969

**Equipment Address:**  
CITY OF SUNNYVALE  
650 W OLIVE AVE  
SUNNYVALE CA 94086-7637

**Software Update Address:**  
SUNNYVALE CITY OF  
650 WEST OLIVE AVE  
SUNNYVALE CA 94086

**Hardware Contact:**  
BOB VARESIO  
Tel: (408) 730-7551  
Fax:

**Software Contact:**  
BOB VARESIO  
Tel: 408 730 7551  
Fax:

**The quoted prices are valid for 90 days from: 04/01/2003**  
**Coverage from: 07/01/2003 to: 06/30/2004**  
**For Support, please call: 800-633-3600**

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/USD
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**Comment:** These prices reflect additions, deletions, and warranties.

## \*\*\* Support Services \*\*\*

H5356B Personalized System Support  
SW upd. on CD-ROM  
24x7 SW Supp Phone-in covrg  
Add'l Maint activities aft hrs  
K4xx/5xx/4W  
Manuals on paper & CD  
4 hr. On-site Response, 24x7  
Network Support Declined  
Central System in Support Grp

## \*\*\* Hardware Support \*\*\*

A3454A	HP 9000 K420 Server w/128 MB ECC memory	3623A15794		1	474.00
A3452A	120 MHz PA RISC 7200 CPU with 2 MB cache			1	34.00
A3452AR	Rmkt 120 MHz PA RISC 7200 CPU with 2 MB			1	34.00
*A3452A	120 MHz PA RISC 7200 CPU with 2 MB cache			1	
A3452AR	Rmkt 120 MHz PA RISC 7200 CPU with 2 MB			1	34.00
*A3452A	120 MHz PA RISC 7200 CPU with 2 MB cache			1	
A3027A	128 MB ECC High Density Memory Module			1	0.00
A3027A	128 MB ECC High Density Memory Module			1	0.00
A3027A	128 MB ECC High Density Memory Module			1	0.00
A3351A	2 GB FWD SCSI-2 Disk Drive	T376616100		1	37.00
	<b>Please note HP can no longer support this item from: 06/30/2005</b>				
A3416A	Quad Speed 600MB CD-ROM Drive	S6220P0159	04/30/2004	1	13.00
	<b>Please note HP can no longer support this item from: 04/30/2004</b>				
C1064GX	System Console - Green Screen	UST6181413		1	6.00

\*Component priced as part of item

**The Prices shown will be invoiced yearly in advance.**

**Special Terms and Conditions No: S**

**Your PO Reference:**

**CCRN Number: 0300861471**

[illegible]

\*Component priced as part of item

The Prices shown will be invoiced yearly in advance.



Special Terms and Conditions No: S

Your PO Reference:

CCRN Number: 0300861471

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/USD
A3312A#124	2x2.1GB FWD High Performance Disk Module			1	51.00
A3312A	HA Field Rackable Storage Enclosure	USM2R13320		1	12.00
A3312A#002	Redundant hot pluggable power supply			1	0.00
A3312A#254	2x9GB LP WD High Performance Disk Module			1	75.00
A3312A#254	2x9GB LP WD High Performance Disk Module			1	75.00
A3312A#254	2x9GB LP WD High Performance Disk Module			1	75.00
28696A	HP-PB FWD SCSI-2 host adapter	40110EB35R		1	0.00
A2969A	20 MB FWD SCSI-2 interface	6E01675332		1	0.00
A5285A	9.1 GB 7200 RPM Low Profile Disk Upgrade	SGS1R24283		1	36.00
A5285A	9.1 GB 7200 RPM Low Profile Disk Upgrade	SGS1R24289		1	36.00
A5285A	9.1 GB 7200 RPM Low Profile Disk Upgrade	SGS1R28227		1	36.00
A5285A	9.1 GB 7200 RPM Low Profile Disk Upgrade	SGS1R28234		1	36.00
A3483A	256 MB memory board for K class Servers	6E02123551		1	0.00
A3483A	256 MB memory board for K class Servers	6E02124139		1	0.00
C3204D	HP LineJet 1000Q	US04002224		1	185.00
C6378A	SMART Desktop DLT8000 module	3713G11213		1	47.00
28696A	HP-PB FWD SCSI-2 host adapter	40110EB9X2		1	0.00
A3185A	4 HP-PB slot expansion upgrade	4118A14156		1	0.00
J2157A	HP FDDI/9000 for Series 800		03/31/2004	1	19.00
Please note HP can no longer support this item from: 03/31/2004					
Sub-total					2,604.00
*** Software Support ***					
J2157A	HP FDDI/9000 for Series 800		03/31/2004	1	6.00
Please note HP can no longer support this item from: 03/31/2004					
J2157A#AE5	System license for HP 9000 tier 2 SPU		03/31/2004	1	26.00
Please note HP can no longer support this item from: 03/31/2004					
H2083A	HP 9000 SW Phone-In Assistance			1	332.00
H5348B	HP Personalized System Support HP9000			1	2,113.00
B3919EA	HP-UX Operating System License, Servers			1	162.00
	HP-UX 8 user level upgrade				
B3920EA	HP-UX Operating System Media for Servers			1	122.00
	U.S. - English localization				
B1954AA	HP OV OmniBack II (Backup Agent) LTU		07/31/2003	1	7.00
Please note HP can no longer support this item from: 07/31/2003					
B2433DB	HP Micro Focus COBOL Dev Suite LTU			1	34.00
B3901BA	HP C/ANSI C Developer Bundle Server LTU			1	22.00
B6237AA	HP C/ANSI C Developers Bundle Manuals			1	6.00
B3913DB	HP aC+ + LTU for Servers			1	24.00
B2491BA	MirrorDisk/UX License for Servers			1	6.00
B2491BA#AE5	System license for HP 9000 tier 2 SPU			1	42.00
B6951AA	OV Data Protector Cell Manager HP-UX LTU			1	82.00
H5348B_T00#0R0	PSS: Addl tech services, after hr			2	562.00
Sub-total					3,546.00

\*Component priced as part of item

The Prices shown will be invoiced yearly in advance.



Special Terms and Conditions No: S  
Your PO Reference:  
CCRN Number: 0300861471

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/USD
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Total Monthly Price for 7000SUNNYIT4					6,150.00
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Summary of Charges		
Hardware Support		2,604.00
Hardware Support Tax CA		0.00
Software Support - Right to Use		236.00
Software Support - Right to Use Tax CA		19.48
Software Support-Labor		3,152.00
Software Support-Labor Tax CA		0.00
Software Support-Materials		158.00
Software Support-Materials Tax CA		13.07
TOTAL INCLUDING TAX		6,182.55

Taxes have been added at current rate, however, tax rates will be those in effect at the time of invoicing.  
Total price includes all discounts and adjustments.

\*Component priced as part of item

The Prices shown will be invoiced yearly in advance.

<b>Payment Schedule as of 07/07/2003</b>
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Support Agreement ID: 0300861471

**Breakdown of charges for period: From: 07/01/2003 to: 06/30/2004**

System Handle	07/01/2003
	06/30/2004
7000SUNNYIT4	73,544.00
Applicable tax to be added to the invoice.	